

Videoconferencing Proposers' Conference
November 14, 2000

Question and Answer

1. Is the equipment under warranty?

Yes, the equipment is under standard warranty.

2. Is MAG satisfied with the design of the Regional Videoconferencing System (RVS)?

MAG expects the Proposer to use the network and equipment design. The custom room may be respecified if the Proposer feels it is warranted.

3. Shall an assessment of the videoconferencing system take place prior to the start of the project and contract award?

MAG expects the Proposer to estimate the cost of undertaking an assessment of the videoconferencing system as a part of the proposal. The actual assessment, however, would take place after the contract is awarded.

4. How did MAG derive the 90 day timeframe for having the system up and running?

In the previous Request for Proposals (RFP), MAG had specified 90 days for getting the entire system installed and operational and no objections were raised about the timeframe. MAG is now requesting 90 days to complete the installation of the system and make it operational.

5. Can the Proposers have an equipment list and drawings for the custom room?

The equipment list is included in Appendix D of the RFP. However, the successful Proposer will need to verify that this equipment is actually there and has been installed. A drawing of the custom room is in Attachment One. A list of preliminary manufacturer and model numbers of the equipment is in Attachment Two, although it is unknown whether these manufacturer and model numbers were actually installed.

6. Does MAG have a status report on the RVS from Intellisys Group?

A report on the status of the RVS is included in Appendix C and D of the RFP.

7. Does MAG know of any issues associated with the sites?

The only issues that MAG is aware of are:

Cave Creek	Façade is crooked.
Glendale	Problems connecting to other sites.
Maricopa County	Power problems. H323 software missing or not installed.
Mesa	SmartTrak does not work.
MAG (Saguaro)	Audio quality from microphones is poor, Crestron programming incomplete, Document Camera not functional, audio snake does not meet specifications, computer video cable too short for use at front of room, rack door missing, unable to advance presentations from podium remotely.
MAG (Palo Verde)	Missing SmartTrak software, SmartBoard is not fully functional, façade missing from second monitor cart. Problems connecting to other sites.

However, MAG requires a full assessment of all sites as part of this RFP.

8. Has the network been certified as having been activated?

Yes, with the exception of Wickenburg and the Gila River Indian Community.

9. What is the situation with the Multi-point Control Unit (MCU)?

The MCU was installed in the MAG network room at the end of August, 2000. In October, 2000 VTEL came to MAG and indicated that the MCU was functional and that the network (8 ISDN PRI) may be the issue. MAG has not verified this.

10. When was the equipment shipped?

The equipment was shipped from VTEL to Intellisys Group from June, 2000 through October, 2000.

11. Is the Proposer responsible for replacing missing components?

Yes, the Proposer will be responsible for providing the missing components and providing a price for the component. Prices for each component should be included as part of the proposal.

12. Who was involved in setting up the Latitude ACS?

Intellisys Group, Fujitsu and Latitude were involved in setting up the ACS.

13. Will any more sites come on line in the next two years?

MAG has potential funding for additional sites at member agency locations and for the installation of units in community locations such as libraries to reach underserved populations. Much of this is contingent upon a successful implementation of the RVS. It is also anticipated that some of our member agencies may purchase additional videoconferencing units.

14. MAG makes reference to loaner videoconferencing equipment. What about having spare parts available on-site?

The loaner equipment would not have to meet the same specifications as the standard equipment. As far as having spare parts available on-site, that could be considered in responding to the RFP when determining the cost of the three year maintenance program.

15. Is MAG willing to use an off-site MCU or ACS instead of having a new MCU or ACS on-site within 4 hours?

Yes. MAG simply needs to ensure that MAG videoconference and audio conference meetings are not interrupted.

16. Do Proposers have to meet all the requirements of the scope of work?

Proposers must be responsive to the RFP, but can propose an alternate procedure if they consider it an equal or better alternative and if they provide a reason for doing so.

17. Will MAG be looking at financial information about the Proposer's company?

Yes, MAG will look at financial information.

19. Is Intellisys Group still involved in the project?

MAG does not anticipate that Intellisys Group will be involved in the project any longer.

20. Which DBE did Intellisys Group use for the project?

Intellisys Group was planning to use New Images for some training. Training has not yet taken place.

21. 11% of the entire contract is a lot of money to be allocated to a DBE firm. What if the Proposer cannot meet the 11% goal?

11% is a goal, not a requirement. As long as the Proposer makes a good faith effort to meet the goal, then that will suffice. ADOT and the City of Phoenix have a list of DBE contractors that should be consulted. MAG is looking for DBE contractors that can add

value to the project.

22. Can Proposers have an extension for submitting the proposal because of the holiday?

No. MAG believes that there is adequate time to submit a proposal by the November 28, 2000 deadline.

23. Are the ACS and MCS connected?

They are each connected to the network, but not to each other.

24. How strong are the site contacts for troubleshooting problems?

MAG has required that each member agency designate a site coordinator and backup site coordinator to be the single point of contact at that site and be capable of resolving problems with the system. It is anticipated that these coordinators will be fully trained.

25. Do all sites have network?

All sites have network with the exception of the Gila River Indian Community and Wickenburg. Gila River Indian Community is waiting on action from Gila River Telecommunications (GRTI) to complete the point-to-point T1 connection. A microwave solution is expected for Wickenburg.

26. Is Norstan eligible to submit a proposal for this project?

Yes Norstan is eligible. In this RFP, there is no discretion as to the equipment to be purchased. MAG is specifying the equipment to be purchased and is expecting the Proposer to take responsibility for the maintenance and support of the equipment for a three year period. MAG has received an opinion from MAG Legal Counsel that Norstan's submitting a proposal on this project does not constitute a conflict of interest.

27. What is Web Interface and the SMTP Gateway on Latitude.

Web Interface is for scheduling audio conferences. SMTP gateway allows meeting information to be e-mailed to participants of an audio conference.

28. Has MAG had any successful videoconferencing with the equipment?

Some member agencies have done a few point-to-point videoconferences, but have not really been using the system. No sites have been certified as completely functional nor have the site coordinators been trained.

29. Do sites have to go through the MCU for point-to-point teleconferences?

No they do not have to go through the MCU. Possible exceptions are Wickenburg because

of the microwave system and the Gila River Indian Community because of the point-to-point connection.

30. What is the certification process for system acceptance?

This is specified in the RFP. MAG expects to meet the objectives of the RFP. The Proposer will be expected to identify the specific procedures for system acceptance.

31. Is the Proposer expected to be on-site 12 hours a day 5 days a week?

No, refer to the maintenance contract expectations section of the RFP.

32. As part of the maintenance contract, can the Proposer charge for end user error?

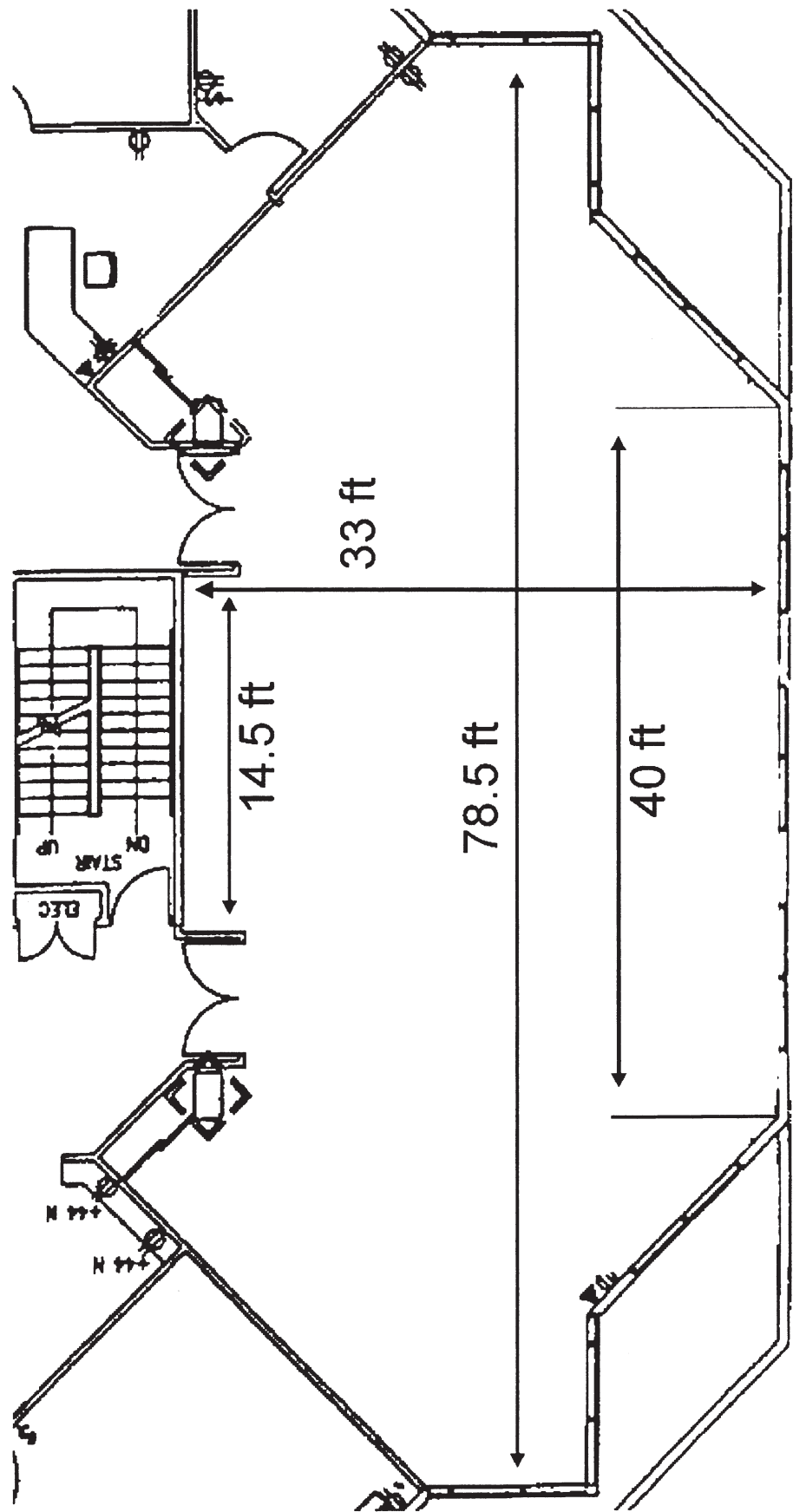
No, the end users should be sufficiently trained by the Proposer.

33. Does MAG have equipment lists for the sites?

Equipment lists have been received for fifteen sites, see Attachment Three. A sample equipment list is in Attachment Four. The equipment lists vary slightly because some member agencies purchased optional videoconferencing equipment.

ATTACHMENT ONE

MAG Saguaro Room Pre-built Drawing



ATTACHMENT TWO

List of Preliminary Manufacturer and Model Numbers of the Custom Room Equipment

CUSTOM ROOM EQUIPMENT			
Item	Description	Manufacturer and Model Number	Quantity
1	80" screens	Draper Clarion front projection 80" video format, motorized, and Crestron controlled	Two
2	Ceiling projectors	NEC MT 30 Plus PBM135L	Two
3	Electronic Whiteboard Floor Mount Roll-about	V-TEL GLY-FLD-KLD	One
4	Videoconferencing Equipment for Custom Room	VTel Galaxy 5500 Codec with T1/CSU	Installed not tested.
5	Wireless keyboard		One
6	Wireless remote control unit		One
7	High End Document Camera	CANON DZ3600U	One
8	Table top microphones	Shure MX 391/s	Twelve
9	Wireless microphone for podium position	Shure LX-1288/58	One
10	Lavalier microphone for a presenter	Shure LX-1288/58	One
11	Automatic microphone mixers	Shure SCM 810	Two
12	In-ceiling speakers	JBL Control 26T	Eighteen
13	Wall speakers		Two
14	Six channel audio amplifier	Rane MA6S	One
15	Audio control processor	TOA DP204	One
16	Feedback control device	FBX 1020 PLUS	One
17	Touch panel	Crestron CT-3500	One
18	System automation control processor	Crestron CNMSX-PRO	One
19	Infra-red emitters	Crestron CNIRP	Two
20	40 space equipment rack	Mid Atlantic ERK-4025	One
21	Storage drawer for rack	Mid Atlantic D3	One
22	High quality VHS VCR	Panasonic PV-S7680	One
23	Computer interface	Extron RGB 440	One at front, one at back of Saguaro room.
24	VGA distribution amplifier	Extron P2DA2 MT	One

25	Video audio switcher	Extron 128HVA	One
26	Controllable PTZ SmartTrak videoconferencing cameras	Sony EVI-D30	Four
27	Power conditioner	Furman PSPlus	One

ATTACHMENT THREE

Fifteen Sites That Have Equipment Lists

1	Buckeye
2	Carefree
3	Chandler
4	El Mirage
5	Fountain Hills
6	Gila Bend
7	Gilbert
8	Maricopa County
9	Mesa
10	Paradise Valley
11	Surprise
12	Tempe
13	Tolleson
14	Youngtown
15	MAG Saguaro

ATTACHMENT FOUR

Equipment	Mfr. & Model No.
Video Monitor - Main	Sony – KV – 32S42
Video Monitor - Preview	
Main Camera	Sony – EVI – D30
Software Version:	
Aux. Camera	
Software Version	
VTEL Computer	PC - 3
Computer Keyboard	Cherry – G83 – 6104LPNUS
Mouse	Logitech
Modem	Multitech – MT5634ZVA - USB
VTEL Wireless Keyboard	SWK8697WT
Document Camera	
Video Scan Converter	
NT - 1	
VCR	
Codec	005 – 1600 - 05
Accessory Cart	
Mesh Facade	